

HENRY WALKER Call Center Operations Manager

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



Knowledge Of Call Center Regulations And Compliance

Client Relationship

Feedback Implementation

Cultural Awareness

Remote Team Management

Process Documentation



Gaming

Drawing

T Knitting

Puzzle Solving

STRENGTHS







Accountability

LANGUAGES





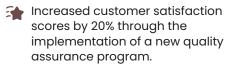


English

Polish

Spanish

ACHIEVEMENTS



Reduced average handling time by 15% while maintaining service quality standards.

PROFESSIONAL SUMMARY

Accomplished Call Center Operations Manager with 5 years of experience driving operational success and enhancing customer enaggement, Expert in developing and executing strategies that improve service quality and team productivity. Dedicated to creating a results-driven culture that empowers employees to excel and fosters customer loyalty.

WORK EXPERIENCE

Call Center Operations Manager

mar / 2021-Ongoing

Seaside Innovations

耳 Santa Monica, CA

- 1. Managed daily operations of the call center, ensuring optimal performance and customer satisfaction.
- 2. Recruited, trained, and mentored new agents to enhance team effectiveness.
- 3. Supervised and evaluated call center staff performance, providing coaching and feedback.
- 4. Developed and implemented policies to improve service delivery and operational efficiency.
- 5. Maintained accurate databases and reporting systems for performance tracking.
- 6. Acted as a primary resource for agents, resolving inquiries and facilitating task assignments.
- 7. Addressed and resolved customer complaints, enhancing overall service quality.

Call Center Operations Manager

Mar / 2020-Mar / 2021

Crescent Moon Design

■ Portland, OR

- 1. Established a new call center from the ground up, setting operational standards and goals.
- 2. Provided strategic direction and analytics to enhance performance across the team.
- 3. Oversaw the creation of policies and procedures to streamline operations.
- 4. Conducted performance evaluations to identify areas for improvement.
- 5. Facilitated training sessions to equip staff with necessary skills and knowledge.
- 6. Implemented performance measurement tools to drive efficiency and service quality.

EDUCATION

Bachelor of Business Administration

mar / 2019-Mar / 2020

State University

Thicago, IL

Focused on management principles and operational strategies relevant to business and service industries.

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